

PUBLIC HEALTH SERVICE DELIVERY AT THE SIR SEEWOOSAGUR RAMGOOLAM NATIONAL HOSPITAL

by

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NOTICE

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AN ANALYSIS OF PUBLIC HEALTH SERVICE DELIVERY AT THE SIR
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ABSTRACT

This dissertation analyses public health service delivery at the Sir Seewoosagur Ramgoolam National Hospital (S.S.R.N.H.) in Mauritius. Particular emphasis is laid on the historical development of public health service delivery at S.S.R.N.H. Public health service delivery has been approached from the view points of its nature and scope. The core components of the research survey have been on some major obstacles and flaws in effective public health service delivery at S.S.R.N.H. The measuring instrument used for the research survey was a self-administered questionnaire. The main findings were discussed especially absenteeism, personnel turnover, stress, burnout, morale, sexual harassment, lethargy and disobedience, nepotism, shirking responsibility, alcohol and drug abuse, active political interference, bribery and corruption, dishonesty and retaliation and neglect of duty.

Attention was also devoted on the current national health policy for improving public health service delivery at S.S.R.N.H., *inter-alia*, the **National Policy for Public Health Act 17 of 2000** and the White Paper on Health Sector Development and Reform of December 2003.

The public health environment is constantly altering. Therefore, it is essential to adjust to the changing health environment. This dissertation has addressed the future challenges in the micro health environment and macro health environment of S.S.R.N.H. Ultimately, a holistic instead of a parochial approach to addressing shortcomings identified in public health service delivery at S.S.R.N.H. has been advocated in this dissertation.

KEY TERMS

- Historical development
- Nature of public health service delivery
- Scope of public health service delivery
- Contextual factors
- Peripheral factors
- Obstacles and flaws
- Health policy
- Future challenges
- Macro health environment
- Micro health environment

SUMMARY

The public health service delivery at the S.S.R.N.H. in this modern era of breathtaking change is being influenced by the forces of globalization. The question that comes to the fore is, can S.S.R.N.H. attain its objective of excellence in public health service delivery? This objective is the crying need of the hour as S.S.R.N.H. continues to battle with scourge of endemic and pandemic diseases.

This dissertation examined the historical development, nature and scope and some major obstacles and flaws in public health service delivery at S.S.R.N.H. Particular emphasis was paid to the current national health policy and the future challenges of the micro and macro health environment. Ultimately, a holistic approach to address shortcomings identified in public health service delivery at S.S.R.N.H. was made. The recommendations, strategies and mechanisms are expected to make S.S.R.N.H. a torch-bearer in public health service delivery in the Island Republic of Mauritius.

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PREFACE

This dissertation is about an analysis of public health service delivery at the Sir Seewoosagur Ramgoolam National Hospital (S.S.R.N.H.). The public health environment is unstable. Constant influences are brought about owing to alteration in the micro health environment and macro health environment. This has necessitated to analyse the public health service delivery at S.S.R.N.H. This dissertation, therefore, addresses in much more depth the historical development of public health service delivery at S.S.R.N.H, nature and scope of public health service delivery at S.S.R.N.H, some major obstacles and flaws in effective public health service delivery at S.S.R.N.H, current national health policy for improving public health service delivery at S.S.R.N.H, future challenges for effective public health service delivery at S.S.R.N.H and eventually recommendations, strategies and mechanisms for improving public health service delivery at S.S.R.N.H.

The contents of this dissertation are based upon research conducted at S.S.R.N.H. particularly using a measuring instrument (self-administered questionnaire). This dissertation is organized in eight separate but highly interrelated and intertwined chapters, each addressing a particular issue regarding public health service delivery at S.S.R.N.H. Furthermore, this dissertation offers a paradigm within which aspects of public health service delivery can be studied. It is hoped that the readers of this dissertation will gain considerable insights and knowledge of public health service delivery.